Haier

SERVICE MANUAL

Order No. FL0911008V1.1

Front Load Washing Machine

MODEL: HW50-1002W

WARNING

This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death

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Chapter 1 General Information

1-1. General Guidelines

When servicing,observe the original lead dress.If a short circuit is found, replace all parts which are overheated or damaged by the short circuit.After servicing ,see to it that all the protective devices such as insulation barriers ,insulation papers shields are properly installed .Confirm that the screws,parts and wiring which were removed in order to service are put in the original positions, or whether there are the portions which are deteriorated around the service places serviced or not. And be sure safety of that.

1-2. Caution and Warning symbols

(You will see them in “Matters needing attention”)

Any instructions in this service manual with this “Warning “sign must be followed strictly.

To prevent damage to the washing machine, any instructions in this manual with this “Stop “sign must be followed strictly.

1-3. Function indication symbols

(You will see them in the specification table)

● Signify the washing machine has this function.

— Signify the washing machine doesn’t have this function.

Chapter 2 Product Feature

2-1. Features

(1). 300mm diameter porthole, door may be open at a 180 degrees.

Facilitate view of wash process, facilitate unloading and easy to use with large port.

(2). Class A energy-saving

Scientific design for tub can reduce the use of water heavy during washing, consequently upgrade the energy efficiency class to A,also use scientific washing

(3). Multi-gear speed controller

According to different costuming，you can select corresponding spin speed，from 0 to 1000 rpm.

(4). Unique gasket design featuring no residual water hidden inside.

By the unique gasket，washing machine can left no residual water hidden between outer drum and front board.

2-2. Specification

	washing machines		*HW50-1002W*
1.	**Product identification**		
	Description of appliance		Washing machine
	Type of appliance(FS = standing, BI = built-in)		FS
	Supplier own brand		Haier
	Supplier bar code（Europe）	**EAN**	
	Commercial Brand / Model		
	Commercial bar code	EAN	TBC
2.	**Key-Features**		
	Energy efficiency class		**A**
	Washing performance class		**A**
	Spin efficiency class		**C**
	Programs	**n°**	**11**
	Capacity	**Kg**	**5**
	Spin speed *(max.)*	**rpm**	**1000**
	Noise level（sound pressure level）	dB(A)	71
	Energy consumption per wash circle	kWh	0.95
	Water consumption per wash cycle	l	49
	Annual average energy consumption *	kWh	190
	Annual average water consumption*	l	10800
	Residual dampness *(spin result)*	%	60%
	Adjustable thermostat (*water temp. adjust* from - to)	°C	90 -※
	Drum capacity dry laundry / water	kg / l	5/42
	Auto water level adjust *(depending on volume of filled in laundry)*	*AWL*	l
	Washing time (max.)	min	196
	Washing temperatures *(program-controlled)*	°C	30/40/ 60 /90
	Certification's (**CE**)		CE
	Approvals (VDE/GS / TÜV/GS / IMQ)		
	* per average 200 wash cycles *(EN50242) T= COLD*		
3.	**Basics data**		
	Unit dimensions (H x W x D)	mm	850x595x520
	Net weight	kg	65
	Voltage/frequency	V/Hz	220V-240V~/50Hz
	Input power / main fuse (intensity)	W / A	2000/10
	Work top / removable		l/l
	Control **M** = electromechanical, **E** = electronic, **F** = fuzzy		E
	Drum **S** = stainless steel / **Z** = zinc coated		S
	Tub **P** = Polyprop./ **S** = stainless steel		P
	Door:		
	aesthetic (**R** = round, **Y** = big eye, **Q** = square)		R
	Diameter	cm	30
	Outer door frame **S**= stainless steel / **M** = metal / **P** = plastic		P
	Inner door **G**= glass / **P**= plastic		G
	Detergent compartments	n°	3
	Removable compartment for liquid detergent		-
	Delay timer *(from - to)*	h	-
	Self cleaning suds pump		-
	Water inlet hose cold water / hot water		**●/-**
	Water drain hose / -support		●/●
	Adjustable feet	n°	4
4.	**Safety systems**		
	Auto door lock	*ADL*	●

	Motor overheating protection	*MOP*	●
	No heating without water	*NHW*	●
	Auto water cool-down *(before drain 90°C boiled water)*	*AWC*	●
	Water overflow protection	*WRP*	●
	Acqua Stop kit		-
	Child protection		●
5.	**Programs**		
	1) Strong action /cotton cycles	n°	●/●
	2) Normal action / synthetics	n°	●/●
	3) Delicate action / wool or cashmere cycles	n°	●/●
	4) Delicates silk	n°	●
	5) Speedy	n°	●
	6) Sport	n°	-
	7) Hand wash	n°	-
	8) Underwear		-
	9) Jeans		-
	10) Duvet		-
	11) Special programs	n°	**4**
	Single Rinse	n°	●
	Single Spin	n°	●
	Single Drain		●
	Single Wash		●
	Optional function keys (additional program settings)		
	ON/OFF		●
	Start / Pause		●
	Delay		●
	Extra Rinse		-
	Rinse Hold (or Soak)		-
	Eco Time		-
	Spin Select		●
	Temperature Select		●
	Baby Care _		-
	Cold wash		-
	Super Wash		-
	Pre-wash		-
	Easy ironing		-
6.	**Packing dimensions & loadability**		
	Packing dimensions (H x W x D)	mm	890x650x560
	Gross weight	kg	68
	40' Container load	pcs	220
7.	**Logistic / recicling information**		
	Packing weight	kg	2
	Packing materials / Recycling symbols		
	Carton (weight)	gr	Shrink package
	Polistyren (weight)	gr	1800
	Polyetylene foil (weight)	gr	100
	Other packing materials (weight)	gr	100
	Wood (weight)	kg	-
8.	**Service**	**RS**	
	User instruction (languages)		
	Max. failure rate (12 Months after sales to end customer)	%	
9.	**Delivery Time of First Batch**		**Available**

Chapter 3 Matters needing attention

3-1. Safety

Safety Information

Important – Please read these instructions fully before installation

Before use

• The installation of this appliance is best carried out by 2 people.

• Dispose of all packaging carefully and responsibly.

• This appliance is for indoor use only. Only install in a dry indoor environment.

• The appliance MUST be positioned on a firm level base.

• **Do not** position the appliance where it is exposed to direct sunlight or heat sources as this will age the plastic and rubber components.

• Warning: Ensure all 3 packing bolts have been removed.

• Ensure the appliance is connected directly to a domestic mains water supply.

• Warning: This washing machine MUST only be connected to a cold water supply.

• Ensure all electrical connections are as stated in this document.

• Ensure the appliance is plugged into a separate earthed socket that is easily accessible.

• Ensure the power lead is not trapped under the appliance.

• **Do not** connect the appliance to the power supply until installation is complete.

• This appliance is for domestic/household use only and is not suitable for commercial use.

• Check that the water hose joints and connections are secure and there are no leaks. If the hoses leak, do not use until the leaks have been stopped.

During use

• This appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction. Children should be supervised to ensure that they to not play with the appliance.

• **Do not** use if the power lead is damaged. It must be replaced by the manufacturer, their approved service agent or similarly qualified person.

• **Do not** use this appliance if there are any missing or damaged parts.

• Only use detergents which are suitable for automatic washing machines and follow the detergent manufacturers recommendations.

• **Do not** place heavy objects or sources of heat or damp on top of the washing machine.

• **Do not** cover the appliance during use, as this may block the ventilation holes.

• **Do not** touch or use the appliance when barefoot or with wet or damp hands.

• **Do not** open the detergent drawer during a wash cycle.

• **Do not** touch the porthole (door) during the washing cycle - it gets hot.

• **Do not** force the door open. The door is fitted with a self-lock device and will not open until 2-3 minutes after the washing machine stops.

• **Do not** open the door if water is visible through the porthole.

• **Do not** wash foam rubber or sponge like materials on a hot wash.

• **Do not** remove or insert the plug in the presence of flammable gas.

• **Do not** use flammable detergent, sprays or dry cleaning agents in or near to the appliance.

• **Do not** attempt to repair the appliance yourself. Contact the manufacturer, their approved service agent or the Customer Helpline: 0845 600 4632.

3-2. During Use

Installation

Levelling your washing machine

Before use you MUST ensure the washing machine is level, check with a spirit level (5).

This will minimise vibrations and noise during use plus reduce wear and tear.

Level by adjusting the feet under the appliance.

First adjust the feet by hand to get the appliance level then tighten the nuts up to the underside of the appliance body using a 16mm spanner (6).

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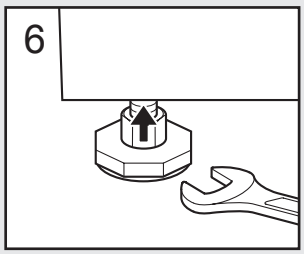

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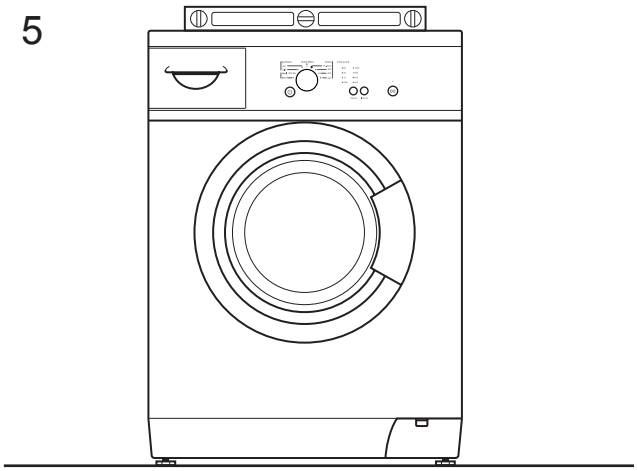

Water inlet hose connection

Important: This washing machine MUST only be connected to a cold water supply.

Connect the water inlet hose, the angled connection attaches to the water inlet on the back of the washing machine (7). The straight connection attaches to the water supply valve (8). Ensure all seals are in place before connecting.

Important: Only tighten the hose connection nut by hand - do not overtighten.

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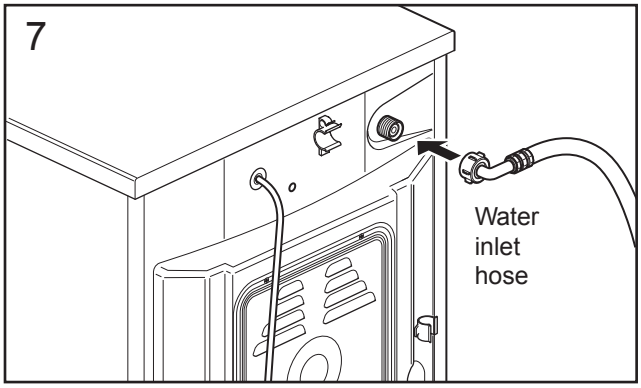

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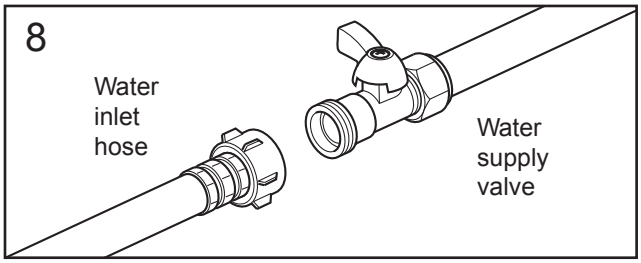

Drain hose connection

Important: The height of the top of the curve in the drain hose MUST be between 80 - 100cm from the floor (9).

Fit the drain hose into the hose clip (10) and attach to the wall etc. at the correct height.

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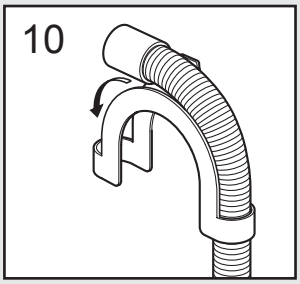

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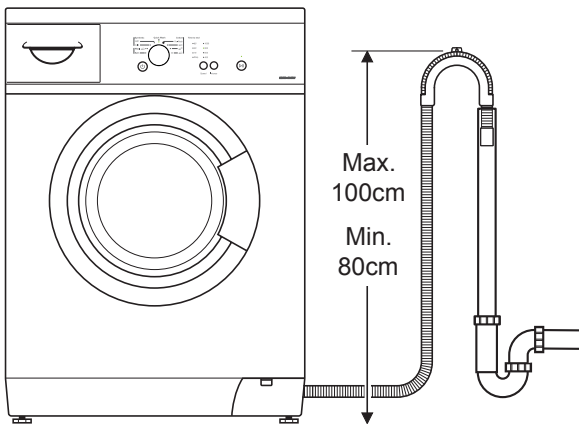
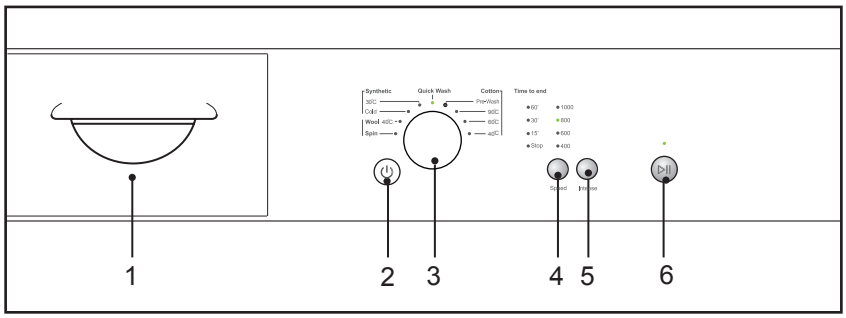


Chapter 4 Operational Guidance

Control Panel Functions

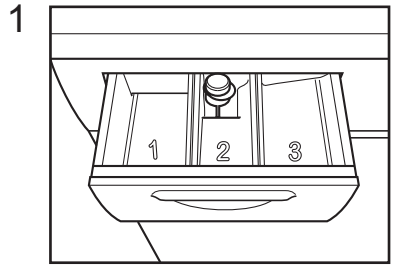
1. Detergent drawer
2. Power button (& light)
3. Programme knob
4. Speed button
5. Intense button
6. Start/pause button



1. Detergent drawer

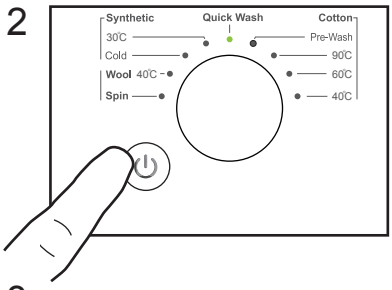
The drawer contains three compartments:

1: Main wash detergent
2: Fabric softener
3: Prewash detergent



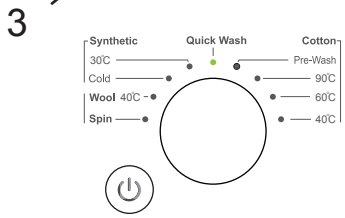
2. Power button

Press this button to switch on the washing machine. Press and hold 2s to switch it off.



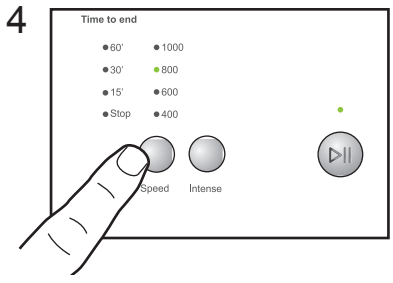
3. Programme knob

By turning the knob clockwise/counterclockwise, the required program can be selected. There are 9 programs available. After a program is selected, the corresponding light will go on.



4. Speed button

Touch this button lightly to select the desired speed. When a speed is set, the indicator light will be light on.



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Control Panel Functions

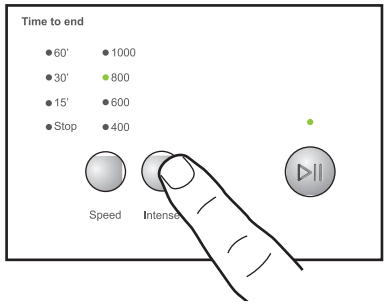
5. Intense button

Touch this button lightly, the indicator light will be light on . you can increase the washing time, rinsing times in main wash stage of the selected program, which is suitable for dirty clothes.

6. Start/pause

When the washing machine is connected to the power socket and a program is selected, lightly touch this button to start operation. During a wash cycle, touch it lightly ,operation will stop and the indicator light start blinking. Touch it again to resume operation. To cancel a wash program during a wash cycle, touch this button, when the indicator light start blinking, press the Power switch, the program will be cancelled.

5



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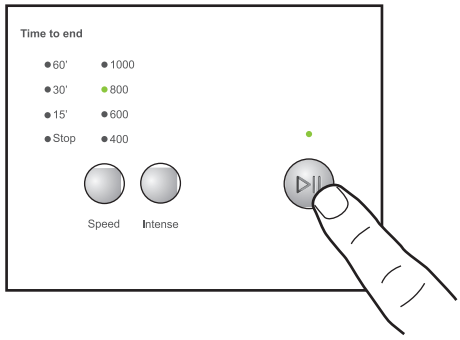


Chapter 5 Program Introduction

Programme Selection Guide

Programme setting			Laundry	Temperatur e	Detergent compartments			Base on full loading of 5kg approximate washing time(mins.)	Max. load (kg)
					1 Detergent	2 Softener	3 Prewash		
COTTON	1	Prewash	Very heavy soiling	60	•	O	•	around 136	5
	2	90°C	Heavy soiling	90	•	O	X	around 128	5
	3	60°C	Soiled cotton	60	•	O	X	around 119	5
	4	40°C	Non-fade and medium soiled cotton	40	•	O	X	around 107	5
	5	Quick wash	Medium soiled laundry	40	•	O	X	around 29	2.5
SYNTHETIC	6	30°C	Non-fade heavily soiled synthetic fibre	30	•	O	X	around 70	3
	7	Cold	Fade and medium soiled synthetic fibre	✲	•	O	X	around 60	3
	8	Wool 40°C	Fade and medium soiled synthetic fibre	40	•	O	X	around 50	2
	9	Spin		✲	X	X	X	around 12	5

Note: 'O' means - softener can be added when necessary .
'•' means - detergent can be added when necessary.
'X' means - detergent MUST NOT be added.

Chapter 6 Washing Mathods

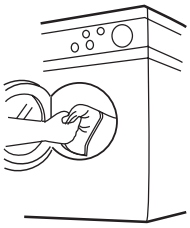
6-1. Loading

Open the door,put in the laundry piece by piece and then tightly close the door.

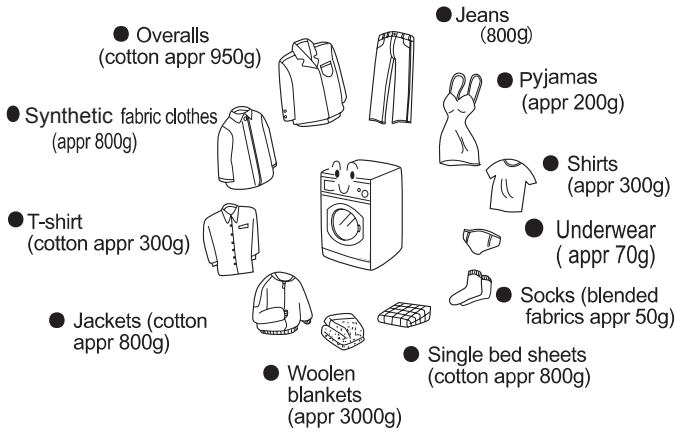
Notes:

1) When first using the washing machine, let it run unloaded for one program to prevent the laundry from being tainted by oil or dirty water from the washing machine.

2) Do not overload the washing machine.



Load Reference



6-2. Adding detergent

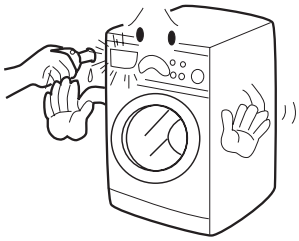
Slide out the detergent drawer and put the required detergent and conditioner into the corresponding boxes. Push back the drawer gently.

Caution:

1)Do not add liquid detergent to compartment 1and 2.

2) For pre-washing program, detergent should be added to both compartments 1 and 2. For other programs, do not add detergent to compartment 1.

3) Do not overuse conditioner; otherwise, it will damage the artificial fibres.

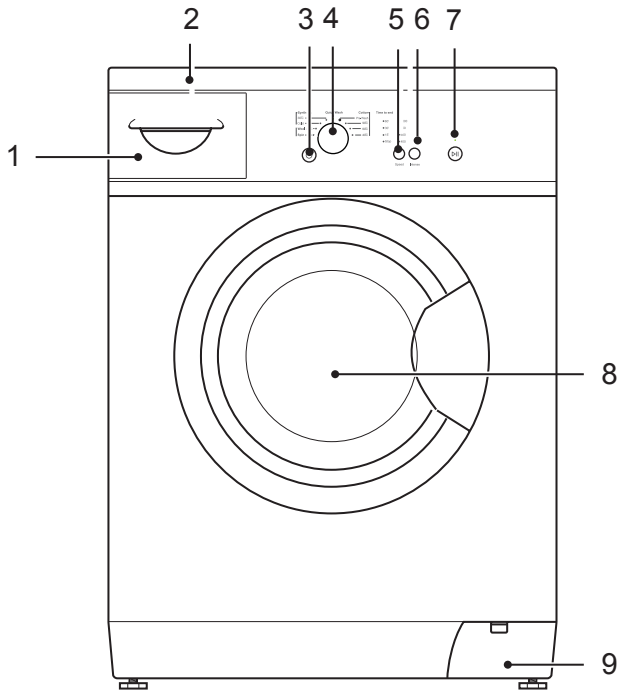


6-3. Selecting washing program

To get the best washing effect, an appropriate washing program should be selected according to the laundry type.

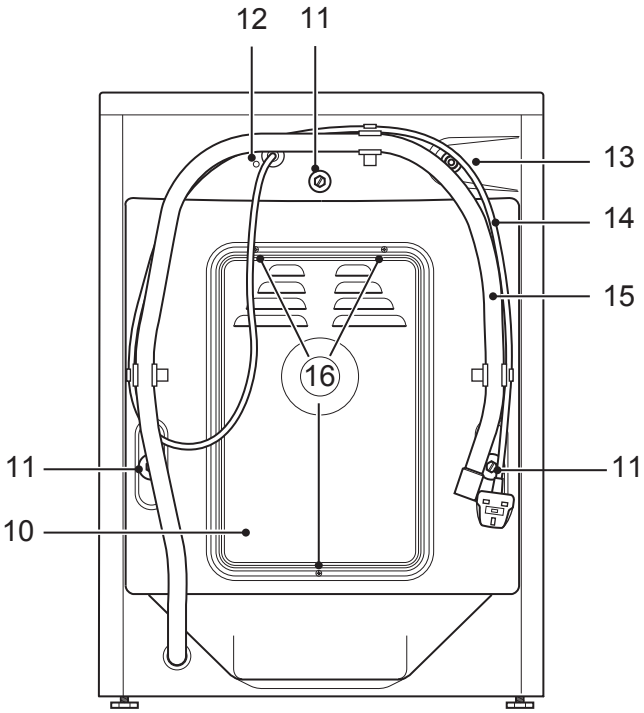
Chapter 7 Appearance brief introduction

7-1. Name of parts



Front

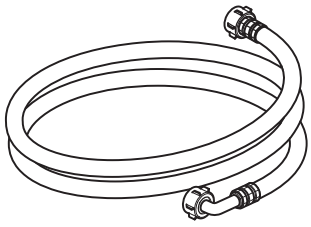
1. Detergent drawer
2. Top panel
3. Power button
4. Programme selection dial
5. Speed button
6. intense button
7. Start/pause button
8. Door



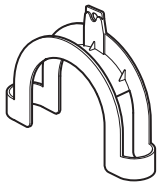
Back

9. Filter
10. Back plate
11. Packing bolt x 3
12. Earth terminal
13. Water inlet
14. Power lead
15. Drain hose
16. Back plate screw x 3

Accessories included



Water inlet hose x 1

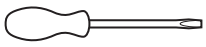


Hose clip x 1

Plastic plug x 3

Tools required for installation

Phillips screwdriver (medium)



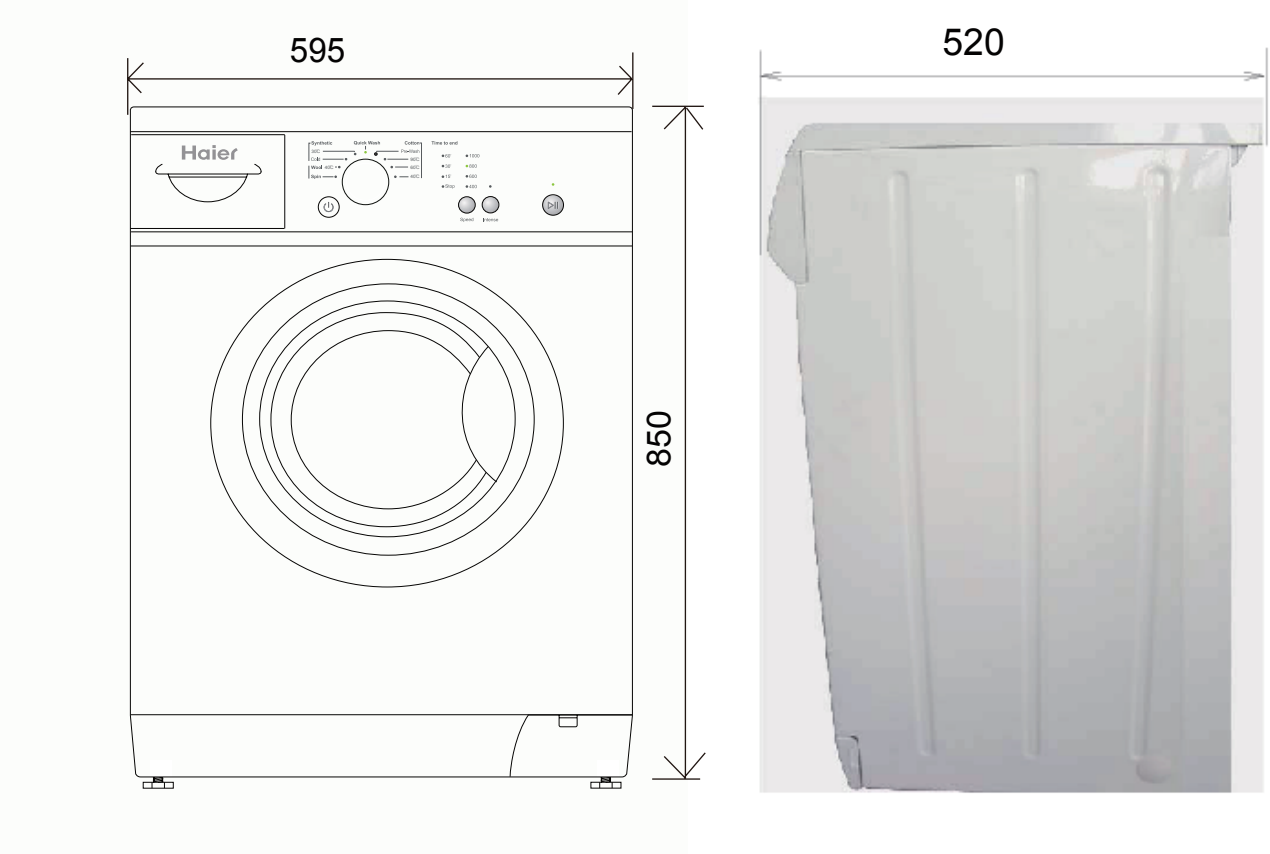
Flatblade screwdriver (large)

13mm & 16mm Spanners

Spirit level

7-2. Net dimension

height:850mm / width:595mm / depth:520mm



Chapter 8 Disassembly and Installation

8-1. Remove packing materials

Installation

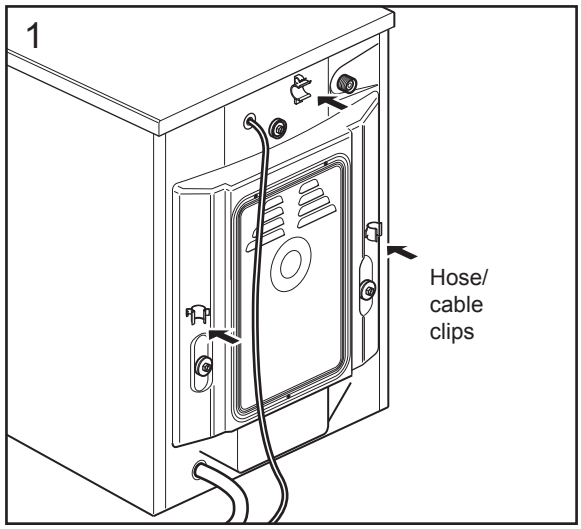
Unpacking your washing machine

Caution: 2 people are required to unpack and handle the washing machine, it is recommended that gloves are worn.

a: Carefully remove all packaging materials including the foam base, dispose of correctly.

Note: When opened, water droplets may be visible in the drum etc. this is normal as each appliance is factory tested.

b: Remove the drain hose and power cable from the clips on the back of the machine (1).



Removing the packing bolts

Important: The packing bolts are designed to support the internal components during transit, these MUST be removed before use.

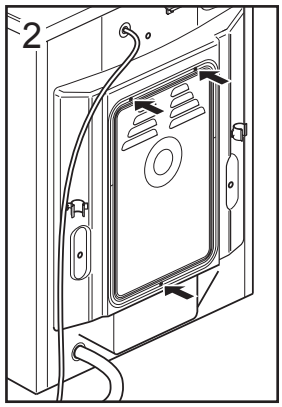
a: Remove the back cover plate, by removing the 3 screws shown and sliding down the back cover plate (2 & 3).

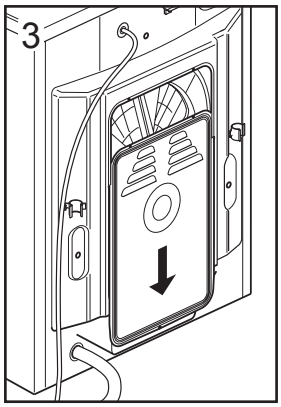
b: Remove all 3 packing bolts from the back using a 13mm spanner or large flatblade screwdriver. Remove the 3 rubber spacers from inside the back of the washing machine (4).

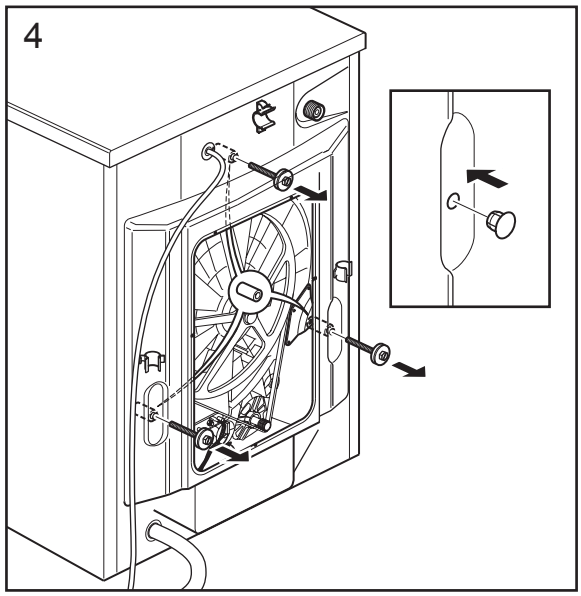
Note: Keep the packing bolts and rubber spacers in a safe place for possible later use.

c: Replace the back cover plate and refit the screws.

d: Push fit the plastic plugs into the holes left by the packing bolts (insert - 4).







8-2. Adjusting the washing machine

Levelling your washing machine

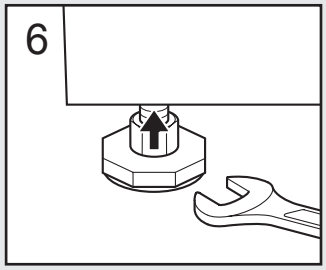
Before use you MUST ensure the washing machine is level, check with a spirit level (5).

This will minimise vibrations and noise during use plus reduce wear and tear.

Level by adjusting the feet under the appliance.

First adjust the feet by hand to get the appliance level then tighten the nuts up to the underside of the appliance body using a 16mm spanner (6).

6



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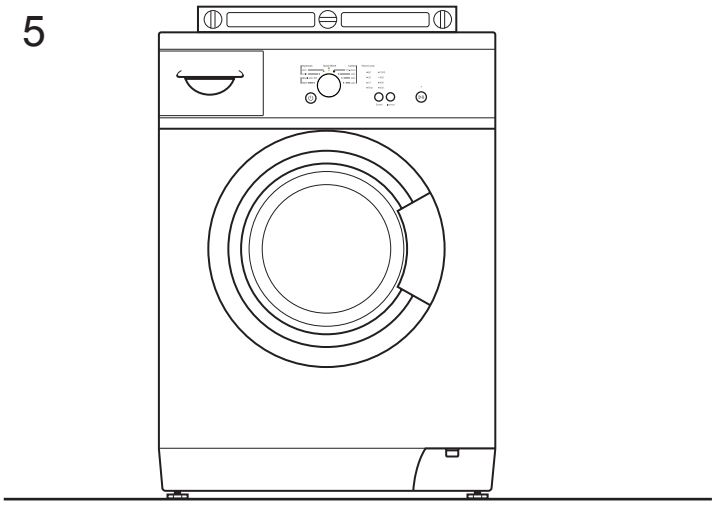


8-3. Joining the Inlet Hose to the Washing Machine

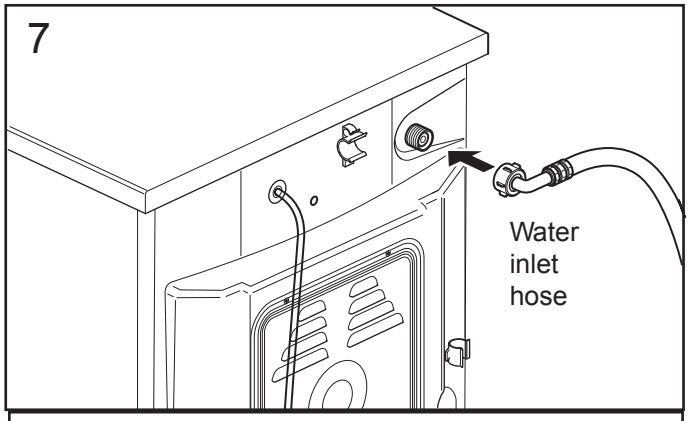
Water inlet hose connection

Important: This washing machine MUST only be connected to a cold water supply.

Connect the water inlet hose, the angled connection attaches to the water inlet on the back of the washing machine (7). The straight connection attaches to the water supply valve (8). Ensure all seals are in place before connecting.

Important: Only tighten the hose connection nut by hand - do not overtighten.

7



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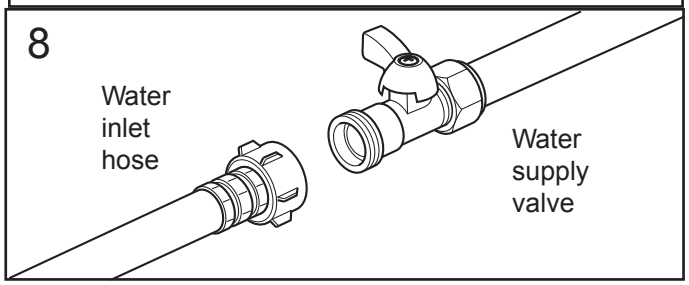


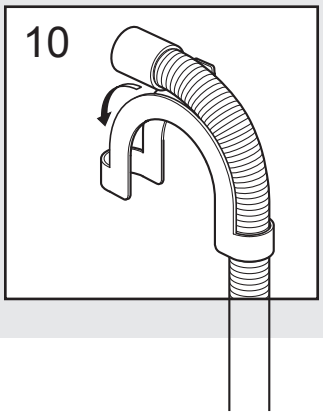
8- 4. Drainage Hose

Drain hose connection

Important: The height of the top of the curve in the drain hose MUST be between 80 - 100cm from the floor (9).

Fit the drain hose into the hose clip (10) and attach to the wall etc. at the correct height.

10



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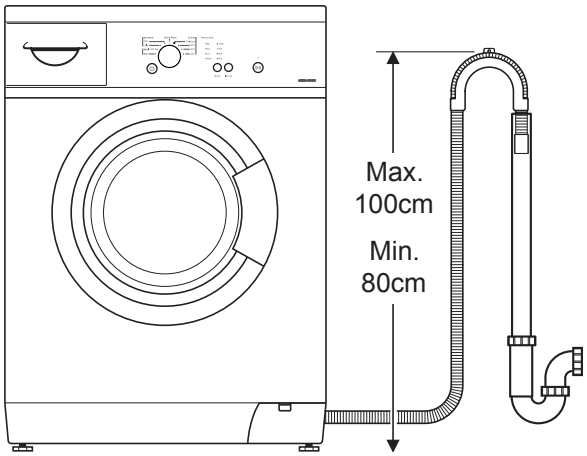


8-5. Connecting to the Power Supply

Electrical connection

Any electrical work that is required to install this washing machine MUST be carried out by a qualified electrician.

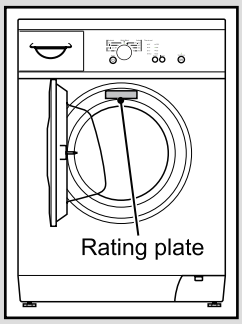
Warning: THIS APPLIANCE MUST BE EARTHED

Before making any electrical connections, ensure that:

• Ensure the power socket is suitable for the maximum power of the washing machine (fuses in the power circuit must be 15 amp).

• The supply voltage should be the same as that indicated in the technical specifications (page 6) and the appliance rating plate (located where shown).

• The appliance should be earthed and in compliance with the applicable law.



• Additional earth cables should not be necessary if the plug and socket are earthed. If necessary, an additional earth cable should be attached to the earth terminal on the back of the washing machine and earthed.

• When installed, the power socket must be within easy reach.

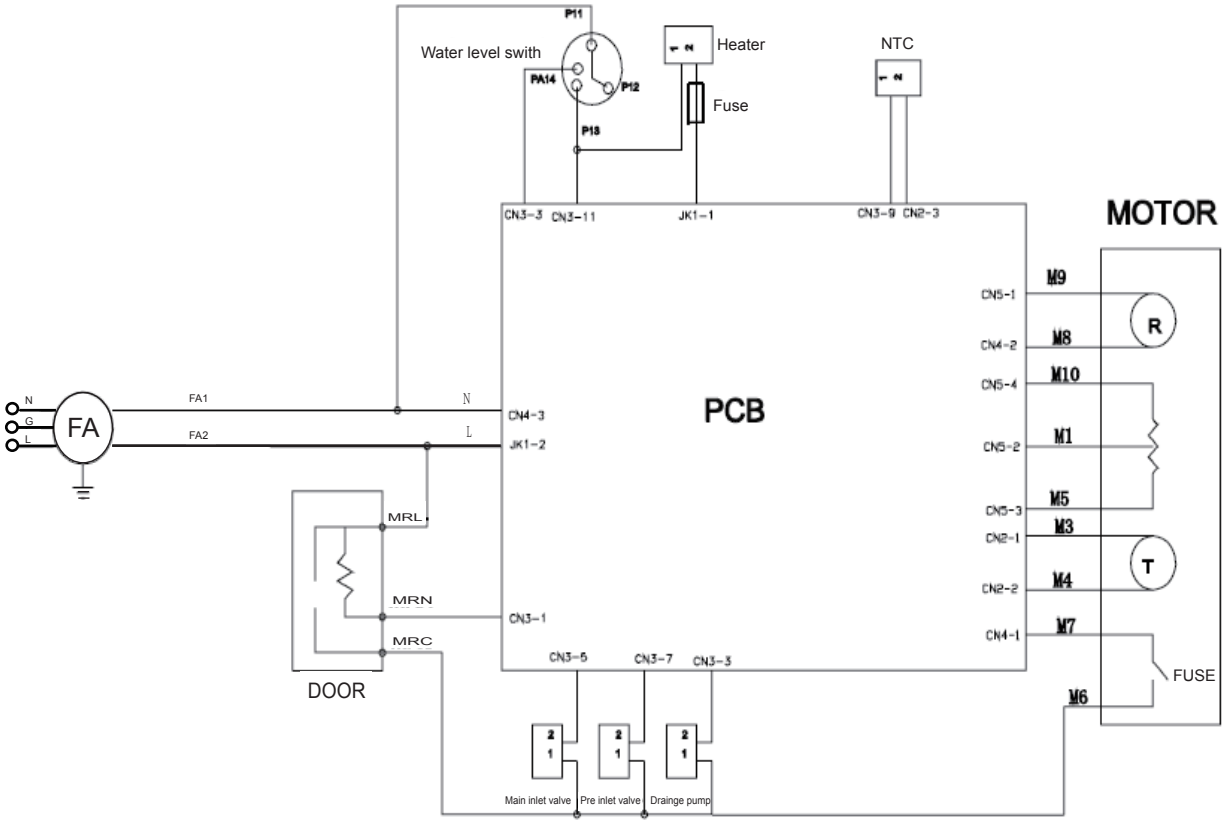
• The use of adapters, multiple connectors or extension cables are not recommended.

• The plug contains a removable fuse cover that must be refitted when the fuse is replaced. If the fuse cover is lost or damaged, the plug must not be used until a replacement cover has been fitted or the plug is replaced.

• A damaged plug should be cut off as close to the plug body as possible, the fuse should be removed and the plug disposed of safely.

Chapter 9 Wiring circuit and Self check

9-1. Wiring circuit



PCB-Printed Circuit Board

NTC-Temperature Sensor

FA-Interference Suppresser

Door-Door Lock

Main inlet valve/pre inlet valve -Water Inlet Magnetic Valve

Water level Switch - Pressure Switch

Drain pump-Drainage Pump

Heater-Heating element

Motor –Motor

9-2. Self check

Press “Intense” button, and plug in, then the WM will be on self-inspection mode, all the indication light will be on. Press start/pause button starts the Testing Program.

1. Door lock switch testing, if the door is unlooked, The start indicator wasn't lighted,and the buzzer sound abnormally.
2. Water inlet for main wash valve 5S, Water inlet for prewash valve 5S, and hot water inlet 5S, if it can’t reach the 1st water level within 2 Mins, The start indicator lighted on 0.2s and off 0.2s for 5 times, repeat 4s later.
3. Heat the water for 10 Secs.
4. Water drainage to empty cylinder water level, if it can’t reach the empty cylinder water level within 2 Mins, The start indicator lighted on 0.2s and off 0.2s for twice, repeat 4s later.
5. Spin speed to the Max RPM of this Model.

6. Unlock program finishes, all the indication light is off except the “stop” indication light.

If it’s necessary to stop the program during the testing, press the start/pause button or makes power off; if there’s failure alarm during the testing, pls deal with it according to the Alarm Handling Methods.

7. Model selection

Press the “Speed” and “Intense” button, the machine will be on Model Selection mode, the Buzzer beeps one time.

When it comes in the Model selection mode, the 55cm 6kg 1200 rpm model is set as default, during the following time, all the indication light is on alternately, the light of spin exclusion is on; the light of speed is all on. Press “speed” button, makes 5kg and 6kg switch over.

Speed indication light status	Corresponding Model
all on	6kg
all off	5kg

X.2 The speed of the model can be adjustable bwtween 1250/1050/950/850/750/650/1350 under the condition that all the speed light is off, while the speed can be adjustable between 1260/1060/960/860/760/660/1360 with all the speed light on.

washing program indication light	Corresponding spin speed
Light of spin exclusion on	1350/1360
light of wool wash on	1250/1260

light of synthetic 0 ℃ on	1050/1060
light of synthetic 30 ℃ on	950/960
light of quick wash on	850/860
light of cotton pre-wash on	750/760
light of cotton & flax 90 on	650/660
washing program indication light	Corresponding spin speed

X.3 The model can only be selected from high spin speed to lower spin speed, once saved, it can't reverse adjust, however, when the Temperature sensor is off, it can.

Chapter 10 Error Display and troubleshooting

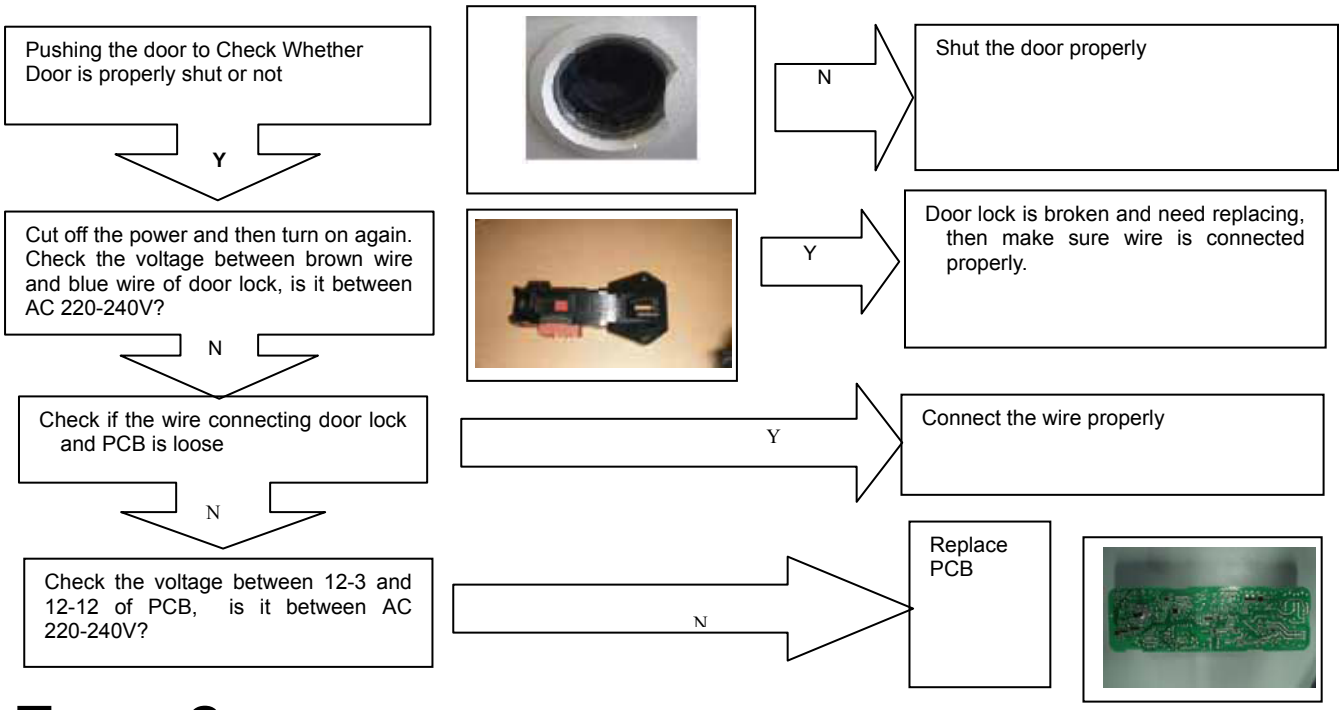
10-1. The start indicator lighted on 0.2s and off 0.2s for twice, repeat 4s later

Error 1

The start indicator wasn't lighted,and thebuzzer sound abnormally.

Error message:Door is not properly shut 20s after program is started.

Troubleshooting:


Pushing the door to Check Whether Door is properly shut or not
Y
N
Shut the door properly
Cut off the power and then turn on again. Check the voltage between brown wire and blue wire of door lock, is it between AC 220-240V?
Y
Door lock is broken and need replacing, then make sure wire is connected properly.
N
Check if the wire connecting door lock and PCB is loose
Y
Connect the wire properly
N
Check the voltage between 12-3 and 12-12 of PCB, is it between AC 220-240V?
N
Replace PCB

Error 2

The start indicator lighted on 0.2s andoff 0.2s for twice,repeat 4s later .

Error message: Drainage error, water not emptied within 4 min.

Troubleshooting:

Check if water is emptied

Y → Cut off power and water level pressure switch wire connection, measure the resistance of 11 and14 pin, is it infinite? If not, it is water level pressure switch failure and replaces it. If it is, then repair and check PCB and wire as followed.

N

Check if drain pump acts by touching pump position

Y → Check if drain pump or drain pipe is jammed, And open the filter and clean

N

Cut off the power and choose spin program to start ,then check the import voltage of drain pump, is it between AC 220-2240 V?

Y → Replace drain pump

N

Cut off power and pull out water level pressure switch wire connection. Set spin program to start. Check the export voltage to drain pump, is it between AC 220-240V?

Y → The wire between PCB and drain pump is not connected properly. Replace the wire.

N

Replace PCB

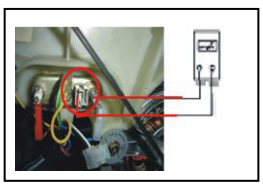
Error 3

The start indicator lighted on 0.2s andoff 0.2s for 3 times,repeat 4s later .

Error message:Temperature sensor is not properly connected or damaged (display at the end of a program).

Troubleshooting:

Cut off power and measure the resistance of temperature sensor by multimeter, is it between 5-14kΩ ?



N → NTC exist open circuit. Replace it

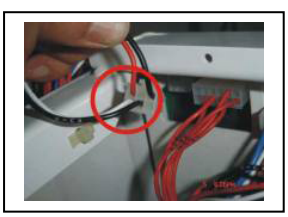
Y

Check if NTC is connected properly

N → Connect NTC well

Y

Check the white wire and black wire of NTC, are they connected well?



N → Connect all wires well

Y

Disconnect the white wire and black wire from PCB, and measure if the resistance between white wire and black wire of PCB, is it infinite?

Y → Replace wire

N

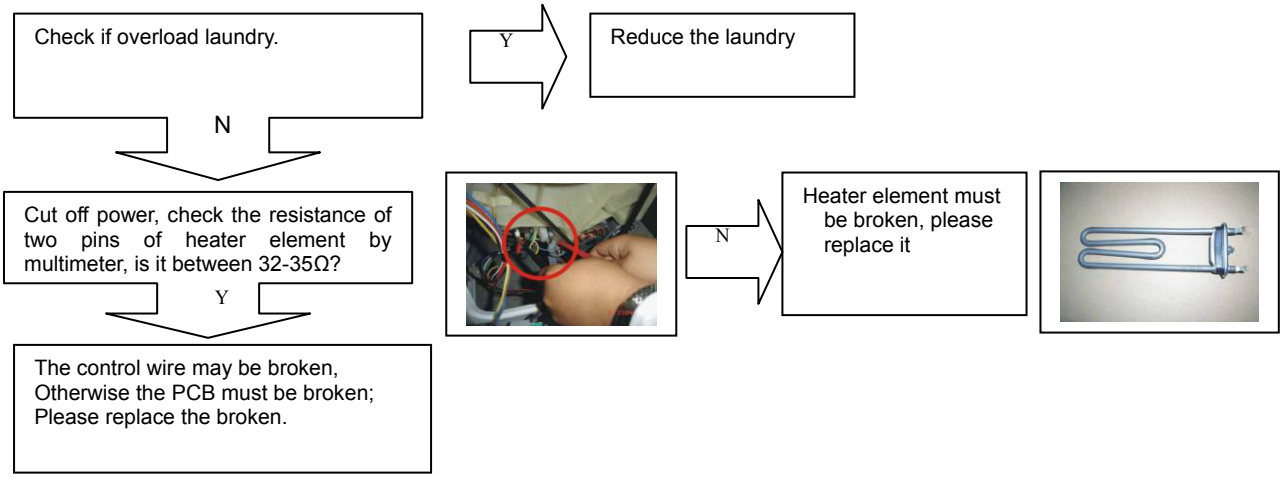
Replace PCB

Error 4

The start indicator lighted on 0.2s andoff 0.2s for 4 times,repeat 4s later .

Error message:The heater may be broken

Troubleshooting:

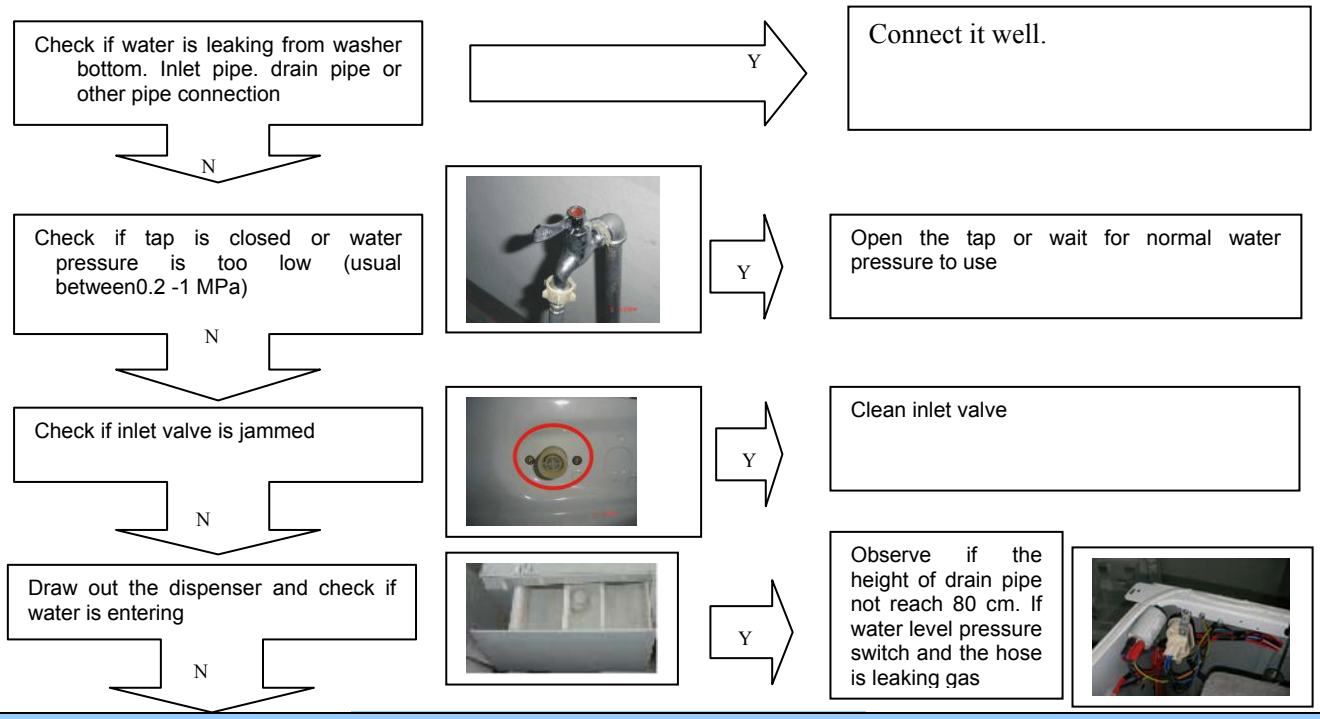

Check if overload laundry.
Y
Reduce the laundry
N
Cut off power, check the resistance of two pins of heater element by multimeter, is it between 32-35Ω?
N
Heater element must be broken, please replace it
Y
The control wire may be broken, Otherwise the PCB must be broken; Please replace the broken.

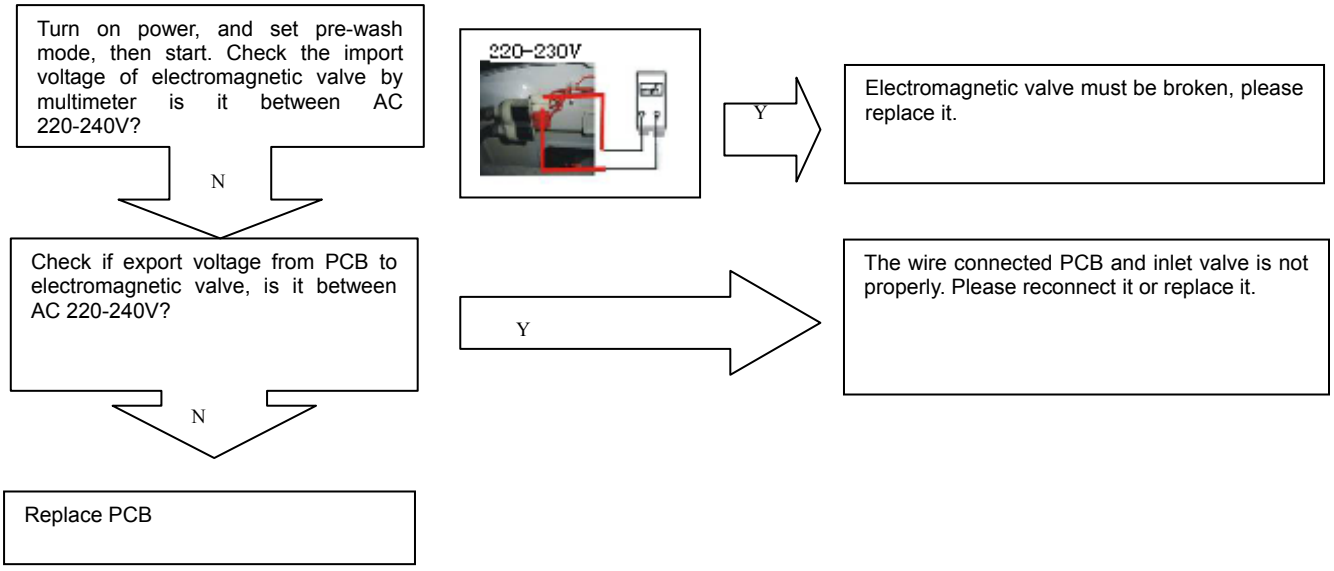
Error 5

The start indicator lighted on 0.2s andoff 0.2s for 5 times,repeate 4s later .

Error message: The required water level is not reached within 8 min, or the water level exceeds the protection value

Troubleshooting:


Check if water is leaking from washer bottom. Inlet pipe. drain pipe or other pipe connection
Y
Connect it well.
N
Check if tap is closed or water pressure is too low (usual between0.2 -1 MPa)
Y
Open the tap or wait for normal water pressure to use
N
Check if inlet valve is jammed
Y
Clean inlet valve
N
Draw out the dispenser and check if water is entering
Y
Observe if the height of drain pipe not reach 80 cm. If water level pressure switch and the hose is leaking gas
N

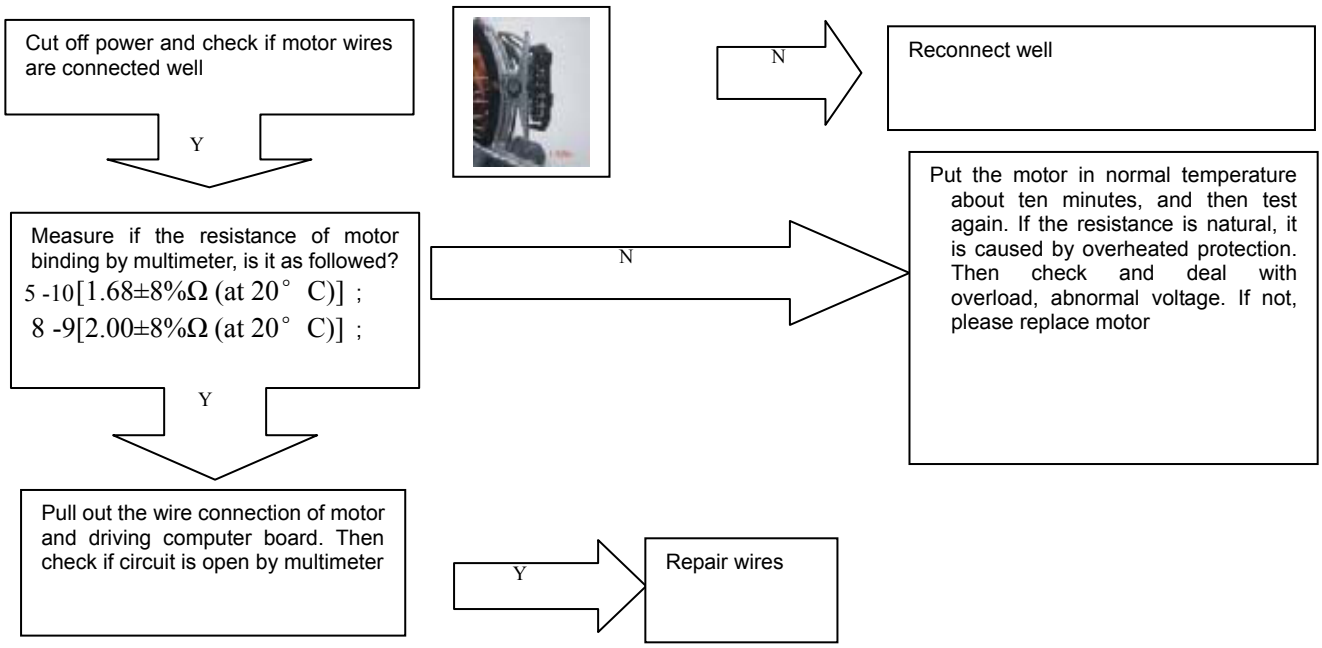

Turn on power, and set pre-wash mode, then start. Check the import voltage of electromagnetic valve by multimeter is it between AC 220-240V?
220-230V
Y
Electromagnetic valve must be broken, please replace it.
N
Check if export voltage from PCB to electromagnetic valve, is it between AC 220-240V?
Y
The wire connected PCB and inlet valve is not properly. Please reconnect it or replace it.
N
Replace PCB

Error 7

The start indicator lighted on 0.2s andoff 0.2s for 7 times,repeate 4s later .

Error message. Motor overheat protection or is damaged.

Troubleshooting:

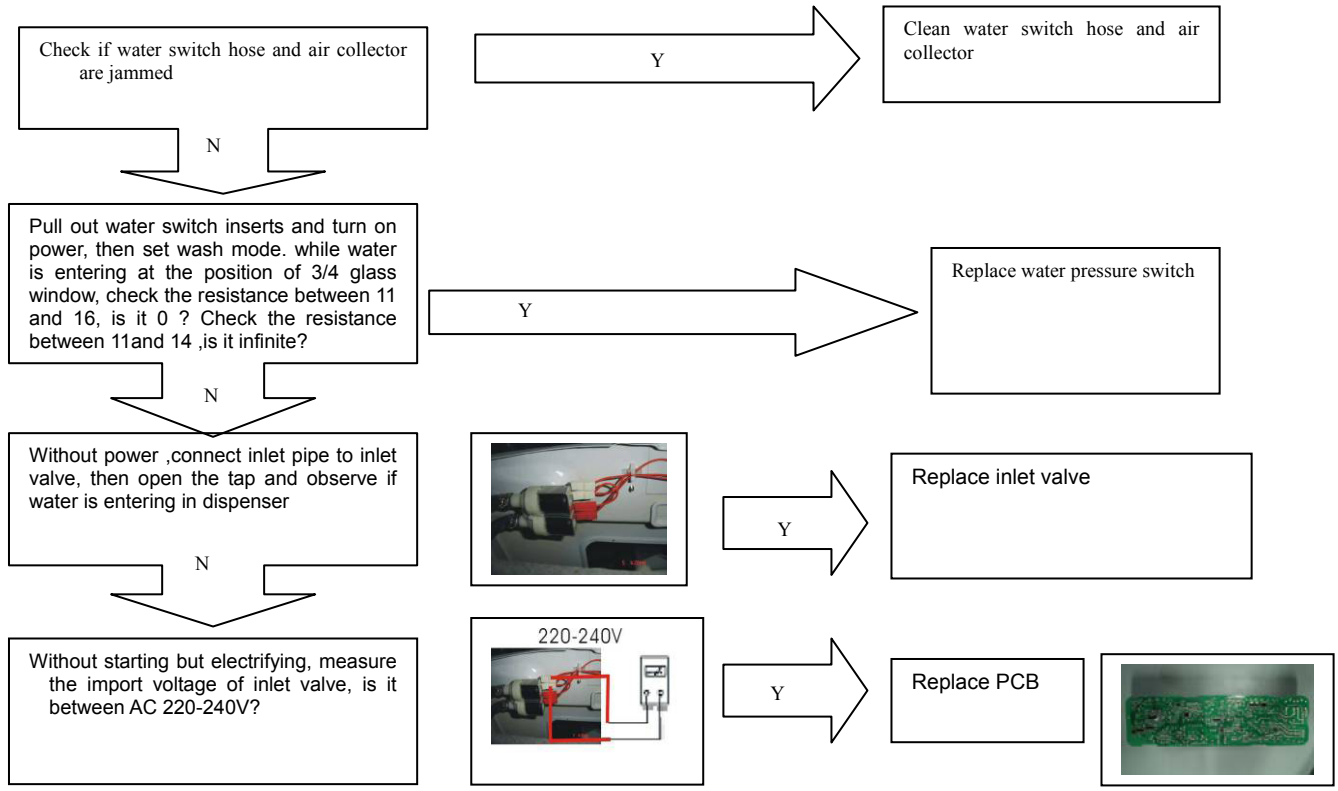

Cut off power and check if motor wires are connected well
N
Reconnect well
Y
Measure if the resistance of motor binding by multimeter, is it as followed?
5 -10[1.68±8%Ω (at 20° C)] ;
8 -9[2.00±8%Ω (at 20° C)] ;
N
Put the motor in normal temperature about ten minutes, and then test again. If the resistance is natural, it is caused by overheated protection. Then check and deal with overload, abnormal voltage. If not, please replace motor
Y
Pull out the wire connection of motor and driving computer board. Then check if circuit is open by multimeter
Y
Repair wires

Error 8

The start indicator lighted on 0.2s andoff 0.2s for 8 times,repeate 4s later .

Error message. Water level exceeds protection value.

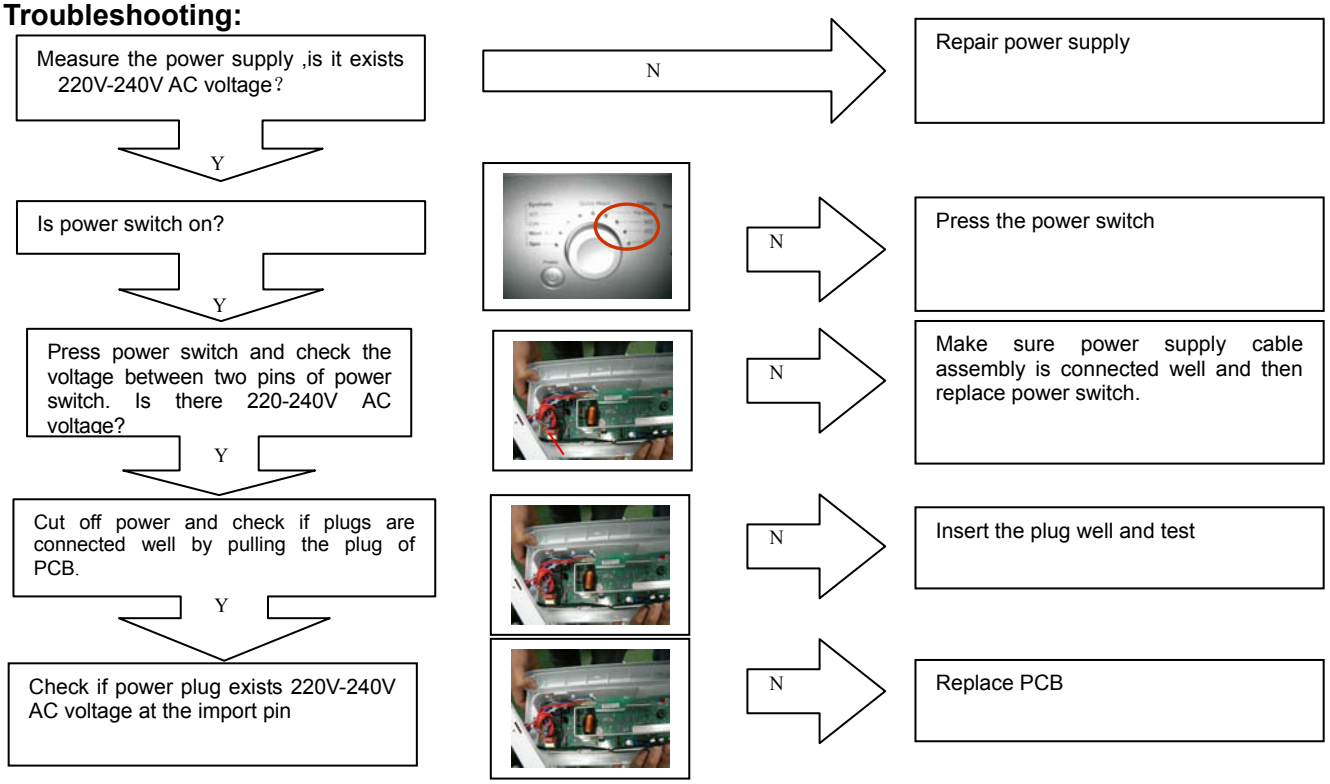
Troubleshooting:


Check if water switch hose and air collector are jammed
Y
Clean water switch hose and air collector
N
Pull out water switch inserts and turn on power, then set wash mode. while water is entering at the position of 3/4 glass window, check the resistance between 11 and 16, is it 0 ? Check the resistance between 11and 14 ,is it infinite?
Y
Replace water pressure switch
N
Without power ,connect inlet pipe to inlet valve, then open the tap and observe if water is entering in dispenser
Y
Replace inlet valve
N
Without starting but electrifying, measure the import voltage of inlet valve, is it between AC 220-240V?
220-240V
Y
Replace PCB

10-2. Examination & Troubleshooting

10-2-1. Display nothing

Troubleshooting:


Measure the power supply ,is it exists 220V-240V AC voltage?
N
Repair power supply
Y
Is power switch on?
N
Press the power switch
Y
Press power switch and check the voltage between two pins of power switch. Is there 220-240V AC voltage?
N
Make sure power supply cable assembly is connected well and then replace power switch.
Y
Cut off power and check if plugs are connected well by pulling the plug of PCB.
N
Insert the plug well and test
Y
Check if power plug exists 220V-240V AC voltage at the import pin
N
Replace PCB

10-2-2. No water inletting

Troubleshooting:

Is the tap shut off or the water pressure too low?

Y → Open tap or wait for normal water pressure

N

Check if water is leaking from washer connection, especially between inlet pipe and tap. to make sure of no bends.

Y → Reconnect inlet pipe.

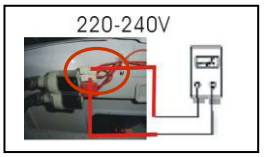
N

Check if filter of electromagnetic valve is jammed

Y → Clean filter

N

Choose pre-wash program and start, Check if there is 220-240V at import pin of electromagnetic valve



Y → Replace electromagnetic valve

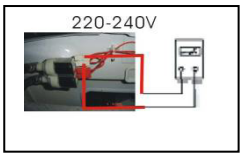
N

Is there open circuit between electromagnetic valve and PCB?

Y → Reconnect the wire

N

Choose pre-wash program and start, then check if there is 220-240V at export pin of electromagnetic valve



N → Replace PCB

10-2-3. No draining roubleshooting:

Is the height of drain pipe too high?
Y → Adjust the height of drainpipe to 80-100 cm
N

Turn filter anticlockwise， open and check if filter is jammed

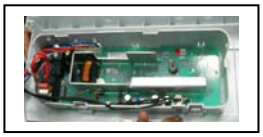
Y → Clean and tighten filter clockwise.
N

Check if hose-connecting cylinder to pump is bent or jammed

Y → Arrange hose and clean
N

Turn on power and choose spin program to start. Measure if import voltage of drain pump is 220-240V
Y → Replace drain pump
N

Cut off and check if the connection between drain pump and PCB is open
Y → Replace the wire .
N

Turn on and select spin program to start, Measure export voltage of PCB to the drain pump, is it 220-240V?
N → Replace PCB


10-2-4. Abnormal noise and vibration Troubleshooting:

Is the pack screws dismantled?
N → Dismantle the screws
Y

Is there foreign material in the washer ?
Y → Clean
N

Is washer in balance?
N → Adjust adjustable feet
Y

Is belt loose or worn?

Y → Replace it
N

Remove belt and turn belt pulley by hand, and then check if there is different noise
Y → Dismantle triangle and check the bearing. If it is broken, replace it.
N

Turn on power and set spin program, then start，check if there is different noise from motor

Y → Replace motor

10-2-5. Water leaking

Troubleshooting:

Check if water is leaking from the inlet pipe or the tap

N

Y

Readjust it

Is drain pipe broken?

N

Y

Replace drainpipe

Check if there is foreign material nipped between cushion of sight window and sight window

N

Y

Remove clothes

Check if all tubes and tie-in is leaking water, including the connecting of tube and valve, dispenser, tube and dispenser, outer cylinder-cushion of sight window-hose and outer cylinder, drain pump and gas valve

N

Y

Reassemble or repair

Is cushion of sight window broken?

N

Y

Replace outer cylinder

Is water leaking from outer cylinder?

Chapter 11 Maintenance

General

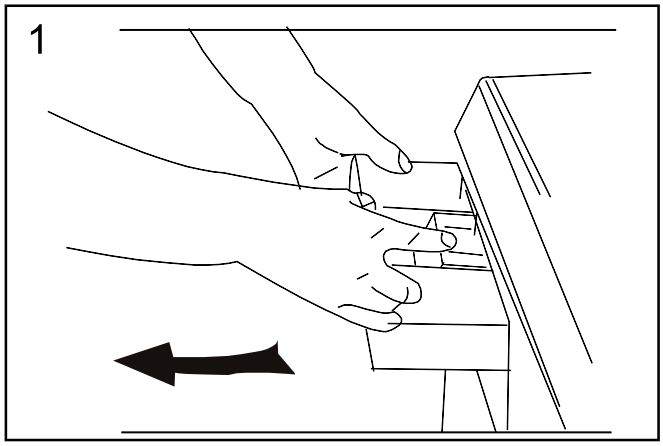
Important: Always unplug the washing machine from the power socket during cleaning and maintenance.

• After each wash, turn off the machine and switch off at the mains to save electricity and for safety. Wipe clean the lower part of the porthole.

• Clean the exterior and rubber components using a soft cloth dampened with a mild detergent, do not use harsh or corrosive cleaning agents.

• Clean the water inlet and inlet filter regularly to prevent blockages and prolong the life of your washing machine.

• When not in use, leave the door slightly open to prevent the formation of moisture and odours.

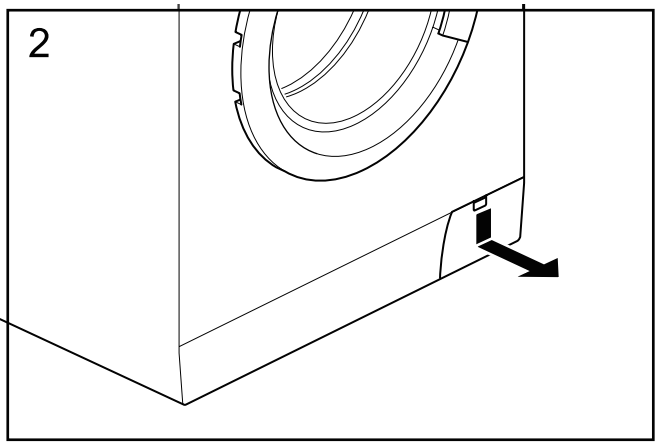


Detergent drawer

Clean the detergent drawer regularly.

To remove: pull the drawer out, lift at the front and remove completely (1).

Clean with water and replace.



Filter

The filter should be removed and cleaned about once a month.

a. Lift the catch and open the outer cover (2).

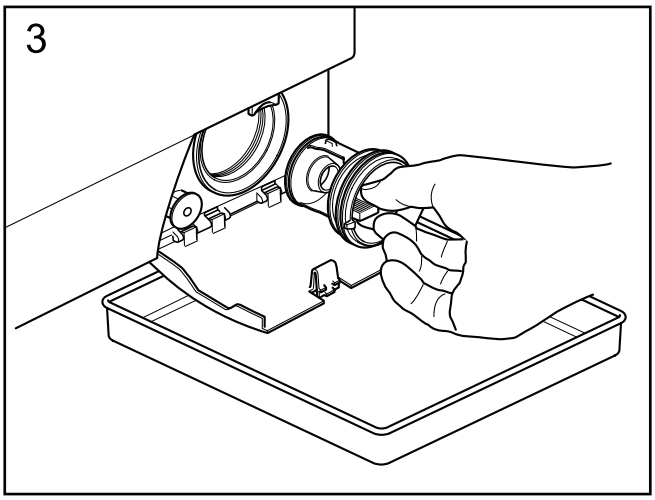
b. Place a suitable container under the filter to collect any waste water.

c. Unscrew the filter (anti-clockwise) and remove (3).

d. Rinse the filter with water.

e. Replace the filter and turn clockwise to lock in place.

Important: The filter must be securely fitted in place or it may leak.



Transporting the washing machine

If the washing machine is to be transported, the packing bolts and rubber spacers should be replaced to prevent damage.

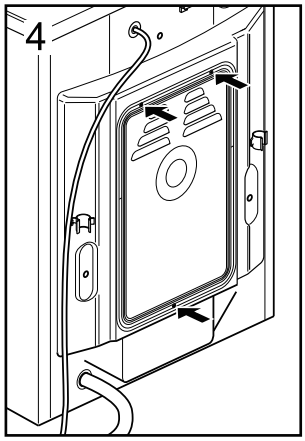
a: Remove the back cover plate, by removing the 3 screws shown and sliding down the back cover plate (4 & 5).

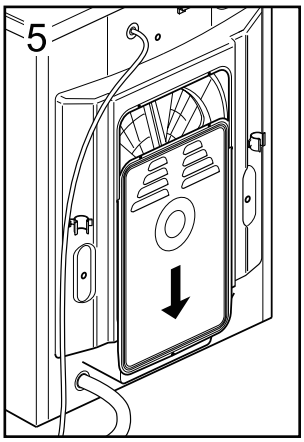
b: Remove the plastic plugs from the 3 packing bolt holes (insert - 6).

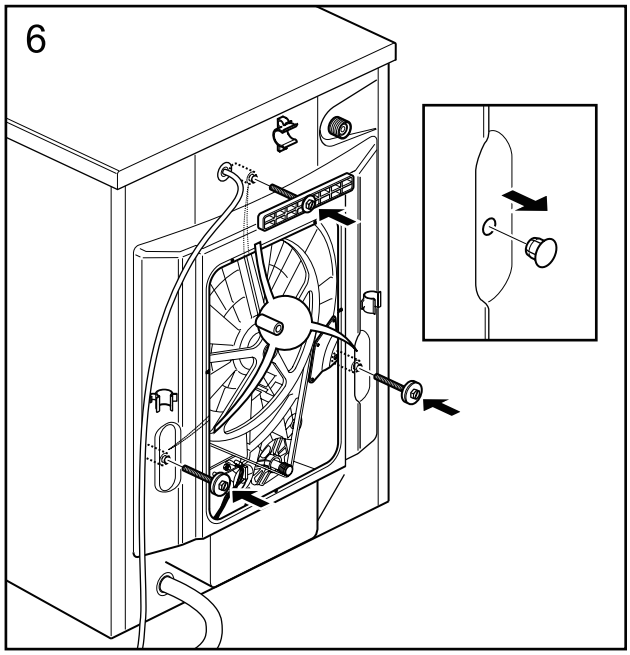
c: Position all 3 rubber spacers inside the back of the washing machine (6).

d: Line up the holes and insert all 3 packing bolts and tighten using a 13mm spanner or large flatblade screwdriver (6).

e: Replace the back cover plate and refit the screws.







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